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Proposed programme budget for the biennium 2010-2011*

Part VIII
Common support services

Section 28E
Administration, Geneva

(Programme 24 of the strategic framework for the period 2010-2011)**

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* A summary of the approved programme budget will subsequently be issued as *Official Records of the General Assembly, Sixty-fourth Session, Supplement No. 6* (A/64/6/Add.1).

** *Official Records of the General Assembly, Sixty-third Session, Supplement No. 6* (A/63/6/Rev.1). Programme 24 has been further revised to reflect provisions of General Assembly resolutions 63/250 and 63/262 (A/64/74). It will be submitted to the Committee for Programme and Coordination at its forty-ninth session for its review and recommendation to the Assembly.

*** The Department of Management is solely responsible for activities covered by subprogramme 1, Management services, administration of justice and services to the Fifth Committee of the General Assembly and to the Committee for Programme and Coordination. The Office of Information and Communications Technology is solely responsible for activities covered by subprogramme 5, Information and communications technology strategy management and coordination.

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Overview

Table 28E.1 **Estimate of expenditure**

Proposal submitted by the Secretary-General	$121,624,400[a]
Revised appropriation for 2008-2009	$121,776,500[b]

[a] At 2008-2009 rates.

[b] Technically adjusted for presentation purposes only in the present document to reflect the biennial effect of General Assembly actions on administration of justice.

Table 28E.2 **Proposed staffing resources**

Posts	*Number*	*Level*
Regular budget		
Proposed posts for the biennium 2010-2011	298	1 D-2, 3 D-1, 8 P-5, 15 P-4, 12 P-3, 12 P-2/1, 18 GS (PL), 229 GS (OL)
New	2	P-3 posts for Central Support Services
Reclassification	1	P-3 post to the P-4 level in Central Support Services
Abolition	3	General Service (OL posts in Central Support Services
Approved for the biennium 2008-2009	299	1 D-2, 3 D-1, 8 P-5, 14 P-4, 11 P-3, 12 P-2/1, 18 GS (PL), 232 GS (OL)

Abbreviations: GS, General Service; OL, Other level; PL, Principal level.

28E.1 The United Nations Office at Geneva, in particular the Division of Administration, is responsible for the implementation of the programme of work under this section. The responsibilities of the Division of Administration are detailed in Secretary-General's bulletin ST/SGB/2000/4. The activities programmed under section 28E, Administration, Geneva, fall within the framework of programme 24, Management and support services, of the strategic framework for the period 2010-2011 (A/63/6/Rev.1), as revised (A/64/74).

28E.2 The core functions of the Division include the following:

(a) Providing direction and coordination in human resources management, financial, information technology and general services at the United Nations Office at Geneva, including the management and utilization of United Nations premises and the coordination of human resources, financial and administrative policies with the other Geneva-based organizations;

(b) Carrying out and monitoring implementation of policy and other issues related to the management of human resources and financial and general services, as determined by the Under-Secretary-General for Management;

(c) Providing financial, budgeting and accounting services, as well as guidance and advice in respect of the financial policy of the Organization;

(d) Managing the human resources requirements of the United Nations offices and units in Geneva;

(e) Providing administrative and general services for United Nations meetings held in Geneva and for specialized agencies;

(f) Providing procurement, transportation, travel and other general services;

(g) Providing building and engineering services, including space planning, allocation of offices and maintenance of a register of land properties in Geneva belonging to the United Nations;

(h) Providing technological infrastructure, knowledge-sharing and collaboration tools, and development and support of local and enterprise administrative systems; developing, implementing and monitoring information technology security policies and providing a technological environment to ensure disaster recovery and business continuity;

(i) Ensuring full support to and coordination with the Safety and Security Section at the United Nations Office at Geneva.

28E.3 The Division of Administration provides administrative and other support services to 21 United Nations departments and offices as well as to 22 entities of the United Nations common system. Many such services are provided to the United Nations funds and programmes, specialized agencies and other organizations on a reimbursable basis. The scope of extrabudgetary activities has consistently increased over recent years and an ever-growing number of the Geneva-based operations rely upon such services, in particular the expanding humanitarian and human rights activities.

28E.4 The proposals for the biennium 2010-2011 contained in the present section underline the leading role of the Division of Administration in fostering common services initiatives among common system entities in Geneva, in line with the provisions of General Assembly resolution 56/279. The level of the proposed programme budget reflects, inter alia, the outcome of implementation of various specific joint projects, most notably in the area of support services.

28E.5 In the biennium 2010-2011, the Division will:

(a) Continue to assist the Under-Secretary-General for Management in coordinating and monitoring the implementation of management reform in Geneva;

(b) Continue to provide administrative and other support services to 21 United Nations departments and offices on their operations implemented from Geneva as well as to 22 entities of the United Nations common system;

(c) Maintain and safeguard the United Nations assets and properties in Geneva, including the new facilities and installations in compliance with the headquarters minimum operating security standards. In this context, subject to General Assembly approval, in coordination with Headquarters and the host country authorities, the implementation of the first phase of the Geneva strategic heritage plan, aimed at preserving and improving the physical conditions of the United Nations premises in Geneva, is foreseen. The related requirements for this project are proposed under section 33, Construction, alterations, improvements and major maintenance;

(d) Provide and strengthen, in coordination with the Office of Information and Communications Technology, the information and communications technology infrastructure, knowledge-sharing, information security and network at the United Nations Office at Geneva towards the implementation of the reform (investing in the United Nations) approved by the General Assembly;

(e) Coordinate execution of the preparatory work of other departments and offices stationed in Geneva for the implementation of the new Organization-wide enterprise resource planning system and the adoption of the new International Public Sector Accounting Standards;

(f) Ensure business continuity of administrative support to other entities in Geneva in emergency cases (such as an outbreak of influenza (H1N1)).

28E.6 The overall level of regular budget resources for the Division of Administration for the biennium 2010-2011 amounts to $121,624,400 (before recosting), reflecting a decrease of $152,100, or 0.1 per cent, as compared to the 2008-2009 revised appropriation. The decrease is summarized as follows:

(a) The net decrease of $372,700 under Executive direction and management is due mainly to the elimination of a one-time provision in the biennium 2008-2009, comprising 18 work-months of general temporary assistance relating to the activities of a Security Project Coordinator in the implementation of the security-related infrastructure projects and 12 work-months of general temporary assistance for clearing, during 2008, of the backlog of cases before the Joint Appeals Board and the Joint Disciplinary Committee in Geneva, in preparation for the new system of administration of justice approved with effect from 1 January 2009 by the General Assembly in its resolution 62/228;

(b) The net increase of $220,600 under programme of work relates to:

(i) An increase of $170,800 under subprogramme 2, Programme planning budget and accounts, comprising an increase of $170,800 in posts owing to the delayed impact of the creation of the Treasurer post in the biennium 2008-2009;

(ii) A decrease of $59,700 under subprogramme 3, Human resources management, for non-post requirements, reflecting a decrease in requirements under grants and contributions to cover the share of the United Nations Office at Geneva of costs of the Joint Medical Service Section, which provides medical services to the United Nations staff in Geneva and other United Nations organizations participating in the financing of those activities;

(iii) An increase of $215,400 under subprogramme 4, Support services. The increase represents the net result of various increases and decreases, including (a) a decrease of $259,900 under posts, consisting of a proposal for two new posts at the P-3 level, reclassification of one post from the P-3 to the P-4 level and abolition of three General Service (Other level) posts in the Central Support Services to reflect the new scope of responsibilities in the respective operational areas, and (b) net additional operational costs in the amount of $475,300 owing mainly to the need to maintain the ageing facilities and premises of the United Nations Office at Geneva complex. The magnitude of the increase has been limited by the introduction of new streamlined operating procedures, installation of more cost-effective equipment and systems, and technological innovations;

(iv) A decrease of $105,900 under subprogramme 6, Information and communications technology operations. The decrease is due to the deferral of replacement of certain servers pending a Secretariat-wide decision to be taken by the Office of Information and Communications Technology regarding the migration to a new hardware platform.

28E.7 During the biennium 2010-2011, projected extrabudgetary resources amounting to $27,053,500, representing 18.1 per cent of the overall resource requirements, will provide services, against reimbursement, to extrabudgetary administrative structures of United Nations organizations in Geneva and to extrabudgetary substantive activities in the areas of (a) planning, programming and

budgeting, as well as treasury and financial services, (b) human resources, including staff development services, (c) information and communications technology operations, including integrated management information system services, (d) mailing, custodial and property management, and (e) procurement and transportation services. The projected level in extrabudgetary resources represents an increase of $1,574,800 over the biennium 2008-2009 owing to the increased requirements under posts. The resources for 2010-2011 would cover the continuation of 107 posts, including 11 posts in the Joint Medical Service Section (3 Professional and 8 General Service) financed on a cost-shared basis with other participating organizations, as well as establishment of three new posts and reclassification of posts under Executive direction and management, subprogrammes 2 and 3, to accommodate the increasing demand for the support services provided by the Division of Administration.

28E.8 Pursuant to General Assembly resolution 58/269, resources totalling approximately $1,506,400 were identified for the conduct of monitoring and evaluation, comprising $987,100 and $118,000 under the regular budget for post and non-post requirements, respectively, and $401,300 from extrabudgetary resources for post requirements. The post requirements are met from within the available capacity in the Professional and General Service categories, equivalent to 51.5 work-months for staff in the Professional and higher category and 11 work-months for General Service staff under the regular budget, and 18.5 work-months for staff in the Professional and higher category and 13 work-months for General Service staff from extrabudgetary resources.

28E.9 The estimated percentage distribution of resources within the Division of Administration is shown in table 28E.3. The distribution of resources is summarized in tables 28E.4 and 28E.5.

Table 28E.3 **Distribution of resources by component**

(Percentage)

Component	*Regular budget*	*Extrabudgetary*
A. Executive direction and management	0.9	1.8
B. Programme of work		
2. Programme planning, budget and accounts	7.4	33.8
3. Human resources management	13.9	24.0
4. Support services	62.4	18.6
6. Information and communications technology operations	15.4	21.8
Subtotal	**99.1**	**98.2**
Total	**100.0**	**100.0**

Table 28E.4 **Resource requirements by component**

(Thousands of United States dollars)

(1) *Regular budget*

Component	*2006-2007 expenditure*	*2008-2009 appropriation*[a]	*Resource growth*		*Total before recosting*	*Recosting*	*2010-2011 estimate*
			Amount	*Percentage*			
A. Executive direction and management	2 006.5	1 478.4	(372.7)	(25.2)	1 105.7	13.6	1 119.3
B. Programme of work							
2. Programme planning, budget and accounts	7 655.1	8 849.6	170.8	1.9	9 020.4	95.6	9 116.0

Component	2006-2007 expenditure	2008-2009 appropriation[a]	Resource growth: Amount	Resource growth: Percentage	Total before recosting	Recosting	2010-2011 estimate
3. Human resources management	14 798.4	16 973.2	(59.7)	(0.4)	16 913.5	222.2	17 135.7
4. Support services	64 815.1	75 627.6	215.4	0.3	75 843.0	322.9	76 165.9
6. Information and communications technology operations	16 817.4	18 847.7	(105.9)	(0.6)	18 741.8	125.2	18 867.0
Subtotal (1)	**106 092.5**	**121 776.5**	**(152.1)**	**(0.1)**	**121 624.4**	**779.5**	**122 403.9**

(2) *Extrabudgetary*

2006-2007 expenditure	2008-2009 estimate	Source of funds	2010-2011 estimate
		(a) Services in support of:	
		(i) United Nations organizations:	
21 331.1	24 369.2	Support to extrabudgetary administrative structures	26 578.4
		(ii) Extrabudgetary activities:	
1 183.6	1 109.5	Support to extrabudgetary substantive activities	475.1
Subtotal (2)	**22 514.7**	**25 478.7**	**27 053.5**
Total (1) and (2)	**128 607.2**	**147 255.2**	**149 457.4**

[a] Technically adjusted for presentation purposes only in the present document to reflect the biennial effect of General Assembly actions on administration of justice.

Table 28E.5 **Post requirements**

Category	Established regular budget posts: 2008-2009	Established regular budget posts: 2010-2011	Temporary posts: Regular budget: 2008-2009	Temporary posts: Regular budget: 2010-2011	Temporary posts: Extrabudgetary: 2008-2009[a]	Temporary posts: Extrabudgetary: 2010-2011[b]	Total: 2008-2009	Total: 2010-2011
Professional and above								
D-2	1	1	—	—	—	—	1	1
D-1	3	3	—	—	—	—	3	3
P-5	8	8	—	—	2	3	10	11
P-4/3	25	27	—	—	24	24	49	51
P-2/1	12	12	—	—	1	1	13	13
Subtotal	**49**	**51**	**—**	**—**	**27**	**28**	**76**	**79**

Category	Established regular budget posts		Temporary posts				Total	
			Regular budget		Extrabudgetary			
	2008-2009	2010-2011	2008-2009	2010-2011	2008-2009[a]	2010-2011[b]	2008-2009	2010-2011
General Service								
Principal level	18	18	—	—	1	2	19	20
Other level	232	229	—	—	79	80	311	309
Subtotal	**250**	**247**	**—**	**—**	**80**	**82**	**330**	**329**
Total	**299**	**298**	**—**	**—**	**107**	**110**	**406**	**408**

[a] 1 P-5, 7 P-4, 15 P-3, 1 P-2 and 72 General Service (Other level) posts financed from reimbursement for support to extrabudgetary administrative structures. 1 P-5, 2 P-4, 1 General Service (Principal level) and 7 General Service (Other level) posts financed from reimbursement for support to extrabudgetary substantive activities at the Joint Medical Service Section.

[b] 2 P-5, 7 P-4, 15 P-3, 1 P-2 and 74 General Service (Other level) posts financed from reimbursement for support to extrabudgetary administrative structures. 1 P-5, 2 P-4, 2 General Service (Principal level) and 6 General Service (Other level) posts financed from reimbursement for support to extrabudgetary substantive activities at the Joint Medical Service Section.

A. Executive direction and management

Resource requirements (before recosting): $1,105,700

28E.10 Activities under this heading are under the responsibility of the Director of the Division of Administration at the United Nations Office at Geneva. The Director is responsible for the direction and management of the administrative and related support services provided by the Office to its client departments/offices and organizations in accordance with Secretary-General's bulletin ST/SGB/2000/4. He or she coordinates and monitors the implementation of management reform at the Office on the basis of relevant General Assembly resolutions and decisions and Management Policy Committee directives, in particular with respect to the further strengthening of the common services in Geneva. He or she also carries out liaison and negotiation at the inter-organizational level with the specialized agencies in Geneva on administrative matters of common concern and, at the governmental level, assists the Director-General in negotiations with host-country authorities on administrative, financial and other issues relating to the implementation of the headquarters agreement. In addition, the Director supervises the Financial Resources Management Service, the Human Resources Management Service, the Information and Communications Technology Service and the Central Support Services of the Office. The Division also monitors the day-to-day operation of the Security and Safety Section under the delegated authority from the Director-General in his capacity as designated official.

28E.11 In the area of self-evaluation activities, each service of the Division establishes targets in specific service areas to gauge the effectiveness and efficiency of its performance. Internal evaluation is based on periodic reviews and analysis of performance data, client satisfaction surveys conducted at regular intervals within the existing capacity and real time feedback mechanisms on specific services. In self-evaluation, the Division will also rely on a careful and comprehensive review of audit opinions of the Board of Auditors and the Office of Internal Oversight Services.

Table 28E.6 **Objectives for the biennium, expected accomplishments, indicators of achievement and performance measures**

Objective of the Organization: To ensure full implementation of legislative mandates and compliance with United Nations policies and procedures with respect to the management of the programme of work and of staff and financial resources of the Division.

Expected accomplishments of the Secretariat	Indicators of achievement
(a) Improved management performance and delivery of services	(a) Increased percentage of respondents to a client survey rating services at least good or very good *Performance measures*: 2006-2007: 95.6 per cent Estimate 2008-2009: 93 per cent Target 2010-2011: 95 per cent
(b) Enhanced cooperation with other organizations of the United Nations common system in Geneva	(b) Increased number of activities carried out in collaboration with other entities resulting in efficiency and cost savings to the organizations *Performance measures*: 2006-2007: 10 activities Estimate 2008-2009: 12 activities Target 2010-2011: 13 activities
(c) Timely recruitment and placement of staff	(c) Reduction in the average number of days a Professional post remains vacant in the Division *Performance measures*: 2006-2007: 126 days Estimate 2008-2009: 120 days Target 2010-2011: 120 days
(d) Improved geographical representation and gender balance of staff	(d) (i) Increased percentage of staff recruited from unrepresented and underrepresented Member States in the Division *Performance measures*: 2006-2007: 20 per cent Estimate 2008-2009: 20 per cent Target 2010-2011: 25 per cent

	(ii) Increased percentage of women at the Professional level and above for appointments of one year or more
	Performance measures:
	2006-2007: 42.3 per cent
	Estimate 2008-2009: 43 per cent
	Target 2010-2011: 50 per cent

External factors

28E.12 The objectives and expected accomplishments under executive direction and management are expected to be achieved on the assumption that stakeholders fulfil their responsibilities and obligations under service-level agreements and are supportive of the efforts of and extend full cooperation to the Division of Administration.

Outputs

28E.13 During the biennium 2010-2011, the following final outputs will be delivered:

(a) Substantive activities:

(i) Representation of the Secretary-General and the Director-General on administration and financial issues at meetings of the United Nations intergovernmental bodies held in Geneva;

(ii) Representation of the United Nations Office at Geneva at meetings of the United Nations common system inter-agency consultative machinery and at the intra-Secretariat consultative bodies on various administrative matters of common concern;

(iii) Representation of the United Nations in negotiations with the host country on the implementation of the headquarters agreement;

(b) Administrative support services (regular budget and extrabudgetary):

(i) Monitoring of the management reform process and of the implementation by the Secretariat units located in Geneva of Management Policy Committee directives and decisions in the field of management;

(ii) Coordination of administrative response for the whole of the Division of Administration to external and internal oversight bodies, such as the Board of Auditors, the Joint Inspection Unit and the Office of Internal Oversight Services, in the field of management and administration.

Table 28E.7 **Resource requirements: executive direction and management**

	Resources (thousands of United States dollars)		*Posts*	
Category	*2008-2009*	*2010-2011 (before recosting)*	*2008-2009*	*2010-2011*
Regular budget				
Post	1 005.3	1 005.3	3	3
Non-post	473.1	100.4	—	—
Subtotal	**1 478.4**	**1 105.7**	**3**	**3**

Category	Resources (thousands of United States dollars) 2008-2009	2010-2011 (before recosting)	Posts 2008-2009	2010-2011
Extrabudgetary	1 109.5	475.1	1	1
Total	**2 587.9**	**1 580.8**	**4**	**4**

28E.14 Resources in the amount of $1,105,700, reflecting a decrease of $372,700, would cover the continuation of three posts (1 Professional and above and 2 General Service) in the Office of the Director ($1,005,300) and non-post requirements ($100,400) for hospitality, official travel of the Director of the Division to Headquarters for consultations on policy matters, and the share of the Division of Administration in the United Nations Office at Geneva website support costs. The decrease of $372,700, as compared to the biennium 2008-2009, reflects the following changes in the forthcoming biennium:

(a) A decrease of $366,800 under other staff costs owing to the discontinuation of a one-time provision in the biennium 2008-2009, comprising 18 work-months of general temporary assistance relating to activities of a Security Project Coordinator in the implementation of the security-related infrastructure projects, and 12 work-months of general temporary assistance for clearing the backlog of cases before the Joint Appeals Board and the Joint Disciplinary Committee in Geneva during 2008;

(b) A decrease of $5,900 owing to the discontinuation of a one-time non-post requirement in 2008 associated with the general temporary assistance needed to clear the backlog of cases before the Joint Appeals Board and the Joint Disciplinary Committee in Geneva.

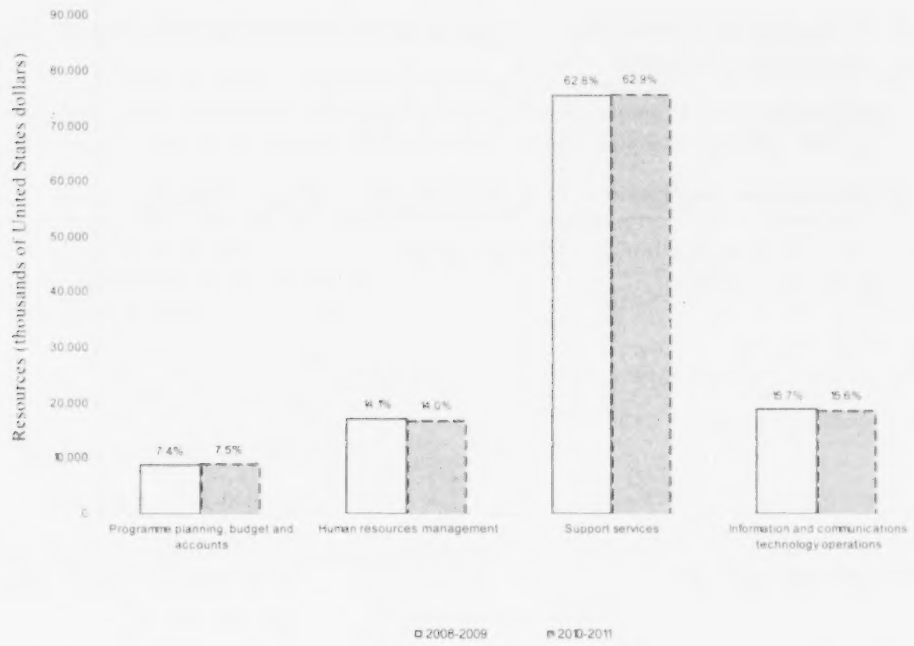
28E.15 Extrabudgetary resources amounting to $475,100 would cover the continuation of one temporary post of Administrative Officer/Special Assistant (P-4), as well as general temporary assistance for the review of compensation claims.

B. Programme of work

Table 28E.8 **Resource requirements by subprogramme**

Category	Resources (thousands of United States dollars) 2008-2009	2010-2011 (before recosting)	Posts 2008-2009	2010-2011
Regular budget				
2. Programme planning, budget and accounts	8 849.6	9 020.4	32	32
3. Human resources management	16 973.2	16 913.5	38	38
4. Support services	75 627.6	75 843.0	178	177
6. Information and communications technology operations	18 847.7	18 741.8	48	48
Subtotal	**120 298.1**	**120 518.7**	**296**	**295**
Extrabudgetary	24 369.2	26 578.4	106	109
Total	**144 667.3**	**147 097.1**	**402**	**404**

Regular budget resource requirements by subprogramme



Subprogramme 2
Programme planning, budget and accounts

Resource requirements (before recosting): $9,020,400

28E.16 Substantive responsibility for the subprogramme is vested within the Financial Resources Management Service. The subprogramme will be implemented in accordance with the strategy detailed under subprogramme 2, section B, of programme 24 of the strategic framework for the period 2010-2011 (A/63/6/Rev.1). The Financial Resources Management Service, directed and supervised by the Chief, consists of the Office of the Chief, including the Treasury; the Programme Planning and Budget Section; and the Finance Section. The Service provides financial and budgetary support and services to over 30 regular budget and extrabudgetary funded entities, which include Geneva-based United Nations programmes and offices, specialized agencies, as well as other entities outside Geneva, in Turin, Italy, and Bonn, Germany.

28E.17 During the biennium, the Financial Resources and Management Service will focus on (a) participating in formulating and keeping abreast of changes and developments in the United Nations policy on budget, finance, treasury and related areas, in particular as regards the new enterprise resource planning system and the International Public Sector Accounting Standards, (b) closely liaising with Headquarters and communicating with and providing advice, in a timely manner, to the entities serviced by the United Nations Office at Geneva in respect of financial management, (c) reviewing, on a regular basis, the workflow procedures in order to identify ways of ensuring more effective financial management, as well as efficient work processes, (d) conducting, as part of ongoing activities, risk assessment, introducing mitigating actions or

strengthening systems of control, (e) ensuring strict compliance with the Financial Regulations and Rules and the financial policies of the United Nations.

Table 28E.9 **Objectives for the biennium, expected accomplishments, indicators of achievement and performance measures**

Objective of the Organization: To ensure sound, effective and efficient financial management of United Nations assets under the purview of the United Nations Office at Geneva.

Expected accomplishments of the Secretariat	Indicators of achievement
(a) Improved monitoring and control of the programme budget	(a) Reduced unliquidated obligations and cancellation of prior-period obligations as a percentage of final appropriation *Performance measures*: 2006-2007: 6 per cent Estimate 2008-2009: 6 per cent Target 2010-2011: 5 per cent
(b) Improved monitoring of extrabudgetary activities and client services	(b) (i) Reduction in the turnaround time for the issuance of extrabudgetary allotments *Performance measures*: 2006-2007: reduction of 2 work days Estimate 2008-2009: further reduction of 1 work day Target 2010-2011: further reduction of 1 work day (ii) Reduced percentage variance between extrabudgetary allotments and expenditures *Performance measures*: 2006-2007: zero per cent Estimate 2008-2009: zero per cent Target 2010-2011: zero per cent (iii) Reduced number of unsatisfied clients to zero per cent *Performance measures*: 2006-2007: zero per cent Estimate 2008-2009: 2.4 per cent Target 2010-2011: zero per cent

(c) Improved integrity of financial data	(c) (i) A positive audit opinion of the Board of Auditors on financial statements *Performance measures*: 2006-2007: no qualified audit observations Estimate 2008-2009: no qualified audit observations Target 2010-2011: no qualified audit observations (ii) The absence of significant adverse audit findings related to other financial matters *Performance measures*: 2006-2007: no significant adverse audit findings Estimate 2008-2009: no significant adverse audit findings Target 2010-2011: no significant adverse audit findings
(d) Effective treasury services	(d) Increased percentage of automatic disbursements through SWIFT *Performance measures*: 2006-2007: not applicable Estimate 2008-2009: 5 per cent Target 2010-2011: 5.5 per cent
(e) Timely and accurate financial transactions	(e) (i) Increased percentage of payments that are processed and transactions recorded within 30 days of receipt of all appropriate documents *Performance measures*: 2006-2007: 90 per cent Estimate 2008-2009: 95 per cent Target 2010-2011: 95 per cent (ii) Reconciliation of bank accounts within 30 days after month's end

Performance measures:

2006-2007: 100 per cent

Estimate 2008-2009: 100 per cent

Target 2010-2011: 100 per cent

External factors

28E.18 The subprogramme is expected to achieve its objectives and expected accomplishments on the assumption that any potential changes in existing financial policy and accounting standards will not cause significant delays and/or affect adversely the work processes, and that programme delivery of substantive client offices is effectively managed.

Outputs

28E.19 During the biennium 2010-2011, the following final outputs will be delivered: administrative support services (regular budget and extrabudgetary):

(a) Preparation of the proposed programme budget for the United Nations Office at Geneva for the biennium 2012-2013 and the budget performance reports for the biennium 2010-2011;

(b) Preparation of draft statements of programme budget implications for approval by Headquarters and provision of related services for the United Nations intergovernmental organs holding their meetings in Geneva;

(c) Conduct of negotiations and finalization of memorandums of understanding with all extrabudgetary entities and non-United Nations organizations serviced by the United Nations Office at Geneva;

(d) Ongoing review of the policy of the United Nations Office at Geneva and other issues related to the implementation of the agreements on reimbursement for the services rendered for extrabudgetary activities;

(e) Budgetary control of both regular budget appropriations and extrabudgetary resources, including the issuance of funding documents under delegated authority, certification and post management;

(f) Accounting, payroll, payment and disbursement of funds and treasury functions for the United Nations Office at Geneva, other Secretariat units and associated organizations;

(g) Administration of medical and life insurance services.

Table 28E.10 **Resource requirements: subprogramme 2**

	Resources (thousands of United States dollars)		*Posts*	
Category	*2008-2009*	*2010-2011 (before recosting)*	*2008-2009*	*2010-2011*
Regular budget				
Post	8 714.4	8 885.2	32	32
Non-post	135.2	135.2	—	—
Subtotal	**8 849.6**	**9 020.4**	**32**	**32**

Category	Resources (thousands of United States dollars) 2008-2009	2010-2011 (before recosting)	Posts 2008-2009	2010-2011
Extrabudgetary	8 157.0	9 152.6	29	32
Total	**17 006.6**	**18 173.0**	**61**	**64**

28E.20 Resources in the amount of $9,020,400, reflecting an increase of $170,800, are requested to fund the continuation of 32 posts (11 Professional and higher and 21 General Service) and non-post requirements to cover general temporary assistance for the replacement of staff on extended sick leave and maternity leave, and travel of the Chief of Service and other senior staff to Headquarters for consultations on policy matters. The increase of $170,800 under posts reflects the delayed impact of the creation of the Treasurer post at the P-4 level in the biennium 2008-2009.

28E.21 Extrabudgetary resources amounting to $9,152,600 would cover the continuation of 29 temporary posts and the establishment of 3 additional posts (1 Professional at the P-5 level and 2 General Service) owing to the level of activities and responsibilities of this Service, notably for coordination of financial policy, including implementation of International Public Sector Accounting Standards and the processing of medical insurance claims and UNDP service clearing accounts.

Subprogramme 3
Human resources management

Resource requirements (before recosting): $16,913,500

28E.22 Substantive responsibility for the subprogramme is vested with the Human Resources Management Service. The subprogramme will be implemented in accordance with the strategy detailed under subprogramme 3, section B, of programme 24 of the strategic framework for the period 2010-2011 (A/63/6/Rev.1). The Human Resources Management Service, directed and supervised by the Chief, consists of the Human Resources Operations Section, the Staff Development and Learning Section and the Joint Medical Service Section. The Service is responsible for recruitment, the administration of entitlements, staff development and learning activities, social welfare services and host-country relations.

28E.23 During the biennium 2010-2011, the Service will focus on implementing the Secretary-General's reform programme, in particular in the areas of (a) staff selection and development, including learning activities in the areas of career development, competency and skill development, as well as staff mobility, (b) further strengthening of the mechanism of staff accountability and responsibility at all levels, (c) provision of appropriate medical services, including health and wellness programmes, with a view to increasing awareness on the part of programme managers and the staff of the Organization's medical standards and policies, thereby promoting staff health and aligning the services provided with the current priorities of the Organization and the clients it serves.

Table 28E.11 **Objectives for the biennium, expected accomplishments, indicators of achievement and performance measures**

Objective of the Organization: To maintain a high-quality human resources management system at the United Nations Office at Geneva.

Expected accomplishments of the Secretariat	Indicators of achievement
(a) Improved versatility of staff	(a) (i) Increase in the staff mobility index *Performance measures*: 2006-2007: 13.6 per cent Estimate 2008-2009: 16 per cent Target 2010-2011: 20 per cent (ii) Increase in the average number of training and other staff development activities per staff member *Performance measures*: 2006-2007: 1.2 activities Estimate 2008-2009: 1.5 activities Target 2010-2011: 1.6 activities
(b) Improved working environment	(b) Increased percentage of staff expressing satisfaction with the working environment, including with programmes that encourage and support mobility *Performance measures*: 2006-2007: 75 per cent Estimate 2008-2009: 85 per cent Target 2010-2011: 85 per cent
(c) Improved staff health-care services	(c) (i) Increased percentage of clients expressing satisfaction with services rendered *Performance measures*: 2006-2007: 90.8 per cent Estimate 2008-2009: 91 per cent Target 2010-2011: 92 per cent (ii) Decreased average waiting time for clients visiting the walk-in clinic

Performance measures:

2006-2007: 8 minutes

Estimate 2008-2009: 7.5 minutes

Target 2010-2011: 7 minutes

(iii) Increased level of satisfaction expressed by entities participating in the United Nations Office at Geneva Joint Medical Service

Performance measures:

2006-2007: 96 per cent

Estimate 2008-2009: 98 per cent

Target 2010-2011: 98 per cent

External factors

28E.24 The subprogramme is expected to achieve its objectives and expected accomplishments on the assumption that clients serviced by the United Nations Office at Geneva will be supportive of its efforts and will extend full cooperation with respect to the implementation of human resources management reform, and the staff-management consultative process will contribute positively to the human resources management reform.

Outputs

28E.25 During the biennium 2010-2011, the following final outputs will be delivered: administrative support services (regular budget and extrabudgetary):

(a) Recruitment, placement and career development: recruitment, placement and promotion of staff; implementation and monitoring of the new staff selection system; management of mobility; management of vacancies; staffing support; and management of staff separations;

(b) Staff administration and post classification: implementation and monitoring of the application of staff rules, regulations, policies and instructions; provision of support and advice to management and staff; administration of staff; review of classification of posts;

(c) Staff development, career support, counselling: provision of language and other training; conduct of recruitment exams; promotion of multilingualism, cross-cultural and gender awareness; provision of support to managers and staff with training and advisory services in the areas of performance-based management, staff selection and mobility;

(d) Medical services: provision of appropriate medical services, including health and wellness programmes for all United Nations entities stationed in Geneva;

(e) Staff-management consultative process: contribution to joint staff-management bodies on personnel policies and staff welfare, early identification and resolution of potential problems;

(f) Staff welfare activities: provision of counselling to staff on a broad range of personal, family and work-related concerns.

Table 28E.12 **Resource requirements: subprogramme 3**

	Resources (thousands of United States dollars)		*Posts*	
Category	*2008-2009*	*2010-2011 (before recosting)*	*2008-2009*	*2010-2011*
Regular budget				
Post	10 029.9	10 029.9	38	38
Non-post	6 943.3	6 883.6	—	—
Subtotal	**16 973.2**	**16 913.5**	**38**	**38**
Extrabudgetary	5 904.0	6 501.5	32	32
Total	**22 877.2**	**23 415.0**	**70**	**70**

28E.26 Resources in the amount of $16,913,500, reflecting a decrease of $59,700, are requested to fund (a) the continuation of 38 posts (12 Professional and higher and 26 General Service) and (b) non-post requirements ($6,883,600). A net decrease in non-post resources in the amount of $59,700 is due to the estimated decrease in the share of the United Nations Office at Geneva of costs of the Joint Medical Service Section.

28E.27 Extrabudgetary resources amounting to $6,501,500 would cover the continuation of 32 temporary posts. The increase in costs of $597,500, as compared to the biennium 2008-2009, reflects the effect of the application of standard costs for posts.

Subprogramme 4
Support services

Resource requirements (before recosting): $75,843,000

28E.28 Substantive responsibility for the subprogramme is vested with the Central Support Services. The subprogramme will be implemented in accordance with the strategy detailed under subprogramme 4, section B, of programme 24 of the strategic framework for the period 2010-2011 (A/63/6/Rev.1), as further revised (A/64/74).

28E.29 The Central Support Services provides essential central and common support services to all United Nations entities located in Geneva. Emphasis in the biennium 2010-2011 will be placed on further enhancing high-quality and timely services at the lowest possible cost to client entities based in Geneva. Accordingly, the restructuring of this service is envisaged, following which the Central Support Services would comprise only three organizational units: (a) the Office of the Chief; (b) the Buildings and Engineering Section; and (c) the Purchase and Transportation Section. This structure would reflect the establishment, under the Office of the Chief, of an operations support unit, by integrating and consolidating under that unit the functions previously performed by three separate units, namely, the Invoice Processing Unit, the Administrative Unit and the Mail Operations Unit, thereby contributing to efficiency and enhanced coordination.

28E.30 During the biennium 2010-2011, the Central Support Services will focus on (a) the efficient and cost-effective management of all United Nations physical facilities in Geneva, in particular through systematic maintenance and timely renovation and upgrade of physical infrastructures, (b) the improvement of the management of office space at the United Nations Office at Geneva, (c) the provision of a safe and convenient working environment to staff, delegates and visitors, and (d) subject to General Assembly approval, preparation in coordination with Headquarters for the

launching of the first phase of implementation of the strategic heritage plan aimed at improving the physical conditions of the United Nations premises in Geneva. Continued efforts will be made to further strengthen the existing common and joint services and to expand and develop new common and joint services among the United Nations organizations. These services are of a continuing nature and efforts will be made to provide high-quality and timely services at the lowest possible cost to users while at the same time ensuring professionalism, transparency and the consistent application of United Nations established standards, rules and regulations.

Table 28E.13 **Objectives for the biennium, expected accomplishments, indicators of achievement and performance measures**

Objective of the Organization: To ensure efficient, effective and high-quality support in the areas of procurement, travel and transportation and facilities management.

Expected accomplishments of the Secretariat	Indicators of achievement
(a) Efficient maintenance of the physical conditions of the facility	(a) Decreased number of infrastructure system malfunctions *Performance measures*: 2006-2007: 25 Estimate 2008-2009: 18 Target 2010-2011: 16
(b) Improved efficiency of facility services in accordance with users' requirements	(b) Increased proportion of service requests completed within standard turnaround times *Performance measures*: 2006-2007: 93.3 per cent Estimate 2008-2009: 96.7 per cent Target 2010-2011: 97 per cent
(c) Maintenance of efficient and cost-effective travel, visa and transportation services	(c) Maintenance of savings achieved relative to the full cost of travel *Performance measures*: 2006-2007: 17.9 per cent Estimate 2008-2009: 14 per cent Target 2010-2011: 15 per cent
(d) Enhanced level of quality and timeliness in the acquisition of goods and services	(d) (i) An increase in the level of client satisfaction with services rendered by the Joint Purchase Service (Common Procurement Activities Group of the United Nations Office at Geneva and Geneva-based international organizations)

	Performance measures:
	2006-2007: 65 per cent
	Estimate 2008-2009: 75 per cent
	Target 2010-2011: 80 per cent
	(ii) Reduction in procurement processing time
	Performance measures:
	2006-2007: reduction of 5 work days
	Estimate 2008-2009: further reduction of 2 work days
	Target 2010-2011: to maintain the 2008-2009 level of the procurement processing time
	(iii) Increased percentage of respondents expressing satisfaction with the procurement service
	Performance measures:
	2006-2007: 94 per cent
	Estimate 2008-2009: 94 per cent
	Target 2010-2011: 95 per cent

External factors

28E.31 The subprogramme is expected to achieve its objectives and expected accomplishments on the assumption that:

(a) The United Nations Office at Geneva infrastructure will not be affected by exceptionally bad weather conditions;

(b) Local market competition, changes in actual travel destinations and volatility of fuel prices will not negatively impact efficiency and cost effectiveness of travel;

(c) The volume of procurement requirements and demands will not have an abnormal increase and market conditions will not change significantly.

Outputs

28E.32 During the biennium, the following final outputs will be delivered: administrative support services (regular budget and extrabudgetary):

(a) Allocation of space and office planning within the United Nations Office at Geneva and coordination of related building services requirements;

(b) Issuance of laissez-passer and other travel documents; travel arrangements for delegates and staff; shipment of official property; bulk consignments for conferences; removal of personal effects and related insurance requirements;

(c) Procurement of goods and services for the United Nations Office at Geneva as a whole;

(d) Property management, inventory control and maintenance of the physical condition of the property;

(e) Maintenance of mail distribution services.

Table 28E.14 **Resource requirements: subprogramme 4**

	Resources (thousands of United States dollars)		*Posts*	
Category	*2008-2009*	*2010-2011 (before recosting)*	*2008-2009*	*2010-2011*
Regular budget				
Post	40 593.6	40 333.7	178	177
Non-post	35 034.0	35 509.3	—	—
Subtotal	**75 627.6**	**75 843.0**	**178**	**177**
Extrabudgetary	4 611.9	5 027.0	23	23
Total	**80 239.5**	**80 870.0**	**201**	**200**

28E.33 Resources amounting to $75,843,000, reflecting a net increase of $215,400, will cover:

(a) Requirements in the amount of $40,333,700 for 177 posts (15 Professional and higher and 162 General Service), representing a net decrease of $259,900, as the effect of the following:

(i) Reclassification of one post (Chief of the Operations Support Unit) from the P-3 to the P-4 level to reflect the increased responsibilities of this post stemming from the reorganization of common support services and consolidation of the activities of the former three organizational units into one unit, as well as the abolition of one General Service (Other level) post owing to the consolidation of functions;

(ii) Creation of two new posts at the P-3 level, including one post for the Architect/Deputy Chief of the Buildings Unit to meet the increasing requirements in this Unit so as to effect timely maintenance and repairs owing to the ageing and rapid decline of the facilities and premises, and one post for a Procurement Officer to address the increased volume and complexities of procurement activities in the United Nations Office at Geneva, often leading to the common service procurement contracts involving other entities of the Secretariat, or other agencies;

(iii) Abolition of two General Service (Other level) posts (one in the Buildings Unit and one in the Procurement Unit), resulting from the reorganization of work and the consolidation of functions in those two Units;

(b) Non-post estimated requirements in the amount of $35,509,300, reflecting a net increase of $475,300, would cover maintenance of the physical facilities of the United Nations Office at Geneva in the biennium 2010-2011 as well as the requirements in other staff costs, contractual services, travel and other general operating requirements.

28E.34 Extrabudgetary resources amounting to $5,027,000 would cover the continuation of 23 temporary posts. The increase in resources in the amount of $415,100 as compared to the biennium 2008-2009 relate to the effect of the application of standard costs for the existing complement of posts.

Subprogramme 6
Information and communications technology operations

Resource requirements (before recosting): $18,741,800

28E.35 Substantive responsibility for the subprogramme is vested with the Information and Communications Technology Service. The subprogramme will be implemented in accordance with the strategy detailed under subprogramme 6, section B, of programme 24 of the strategic framework for the period 2010-2011 (A/63/6/Rev.1), as further revised (A/64/74).

28E.36 The Information and Communications Technology Service has, over the past bienniums, played a key role in implementing and supporting information and communications technology activities in more than 20 entities in Geneva, as well as serving as the institutional link on information and communications technology matters between Geneva and Headquarters. In the biennium 2010-2011, a restructuring of the Service is envisaged to respond to the strategies laid down in General Assembly resolution 63/262 in order to further enhance the efficiency and effectiveness of its service delivery to client entities. After the restructuring, the Service would comprise two sections: (a) the Service Support Section, which would provide managerial and administrative support, including overall strategic direction of the services, provision of administrative functions, definition and enforcement of an information technology governance framework and alignment of the technological portfolio with industry standards; and (b) the Service Delivery Section, which would be responsible for managing day-to-day operations and developing and delivering core information technology services to United Nations entities located in Geneva.

28E.37 During the biennium 2010-2011, the Information and Communications Technology Service, in coordination with the Chief Information Technology Officer and the Office of Information and Communications Technology, will focus on implementation of policies defined in resolution 63/262 on information and communications technology. More specifically, the activities will aim at (a) implementing a global information and communications technology governance framework and approach that define the methodology and process to be followed for monitoring the performance of information and communications technology operations and their contribution to the achievement of the Organization's goals, (b) translating the Organization's functional and operational requirements into the effective and efficient acquisition and implementation of information and communications technology solutions, (c) identifying service requirements and defining commensurate delivery and support activities, (d) defining comparable levels of performance with industry benchmarks and monitoring performance, (e) promoting the achievement of substantive objectives of the Organization through the implementation of information and communications technology solutions, including the enterprise resource planning system.

Table 28E.15 **Objectives for the biennium, expected accomplishments, indicators of achievement and performance measures**

Objective of the Organization: To facilitate the achievement of the operational and strategic goals of the Organization through information and communications technology.

Expected accomplishments of the Secretariat	Indicators of achievement
(a) Improved capability of the Organization in the area of the management and provision of services	(a) Increased number of services automated *Performance measures*: 2006-2007: 15 services Estimate 2008-2009: 18 services Target 2010-2011: 20 services
(b) Improved services provided by the Information and Technology Services Division in meeting the strategic goals of the Organization	(b) Increased number of services in meeting expected service levels *Performance measures*: 2006-2007: 70 Estimate 2008-2009: 80 Target 2010-2011: 80
(c) Increased responsiveness in closing operational gaps	(c) (i) Increased number of services provided according to best practices, as determined by organizations of recognized international stature, such as the International Organization for Standardization *Performance measures*: 2006-2007: 1 service Estimate 2008-2009: 2 services Target 2010-2011: 3 services (ii) Increased number of substantive projects developed and implemented *Performance measures*: 2006-2007: 9 projects Estimate 2008-2009: 10 projects Target 2010-2011: 12 projects

External factors

28E.38 The subprogramme is expected to achieve its objectives and expected accomplishments on the assumption that the evolution of technology and developments in related industries will not negatively affect the availability of the services and the level of cooperation of organizational entities on the Metropolitan Area Network will allow for the implementation and improvement of effective, consolidated services.

Outputs

28E.39 During the biennium, the following final outputs will be delivered: administrative support services (regular budget and extrabudgetary): (a) maintenance of the information technology infrastructure, including IMIS; (b) applications support; (c) help desk and other user support; (d) operation and maintenance of communications facilities.

Table 28E.16 **Resource requirements: subprogramme 6**

	Resources (thousands of United States dollars)		*Posts*	
Category	*2008-2009*	*2010-2011 (before recosting)*	*2008-2009*	*2010-2011*
Regular budget				
Post	11 877.9	11 877.9	48	48
Non-post	6 969.8	6 863.9	—	—
Subtotal	**18 847.7**	**18 741.8**	**48**	**48**
Extrabudgetary	5 696.3	5 897.3	22	22
Total	**24 544.0**	**24 639.1**	**70**	**70**

28E.40 Resources amounting to $18,741,800, reflecting a decrease of $105,900, will cover the requirements in the amount of $11,877,900 for the continuation of 48 posts (12 Professional and 36 General Service) in the Information and Communications Technology Service, as well as non-post requirements in the amount of $6,863,900 for routine maintenance and minor upgradings of the technological installations and for support to main operational systems at the United Nations Office at Geneva, such as IMIS and other systems, and for other staff costs, contractual services and general operating requirements, including the reimbursement for services performed by the International Computing Centre. The decrease in the amount of $105,900 reflects a reduction in estimated requirements for the replacement of servers in anticipation of migration to a new hardware platform.

28E.41 Extrabudgetary resources amounting to $5,897,300 would cover the continuation of 22 temporary posts. The resource increase of $201,000 as compared to the biennium 2008-2009 relates to the effect of the application of standard costs for the existing complement of posts.

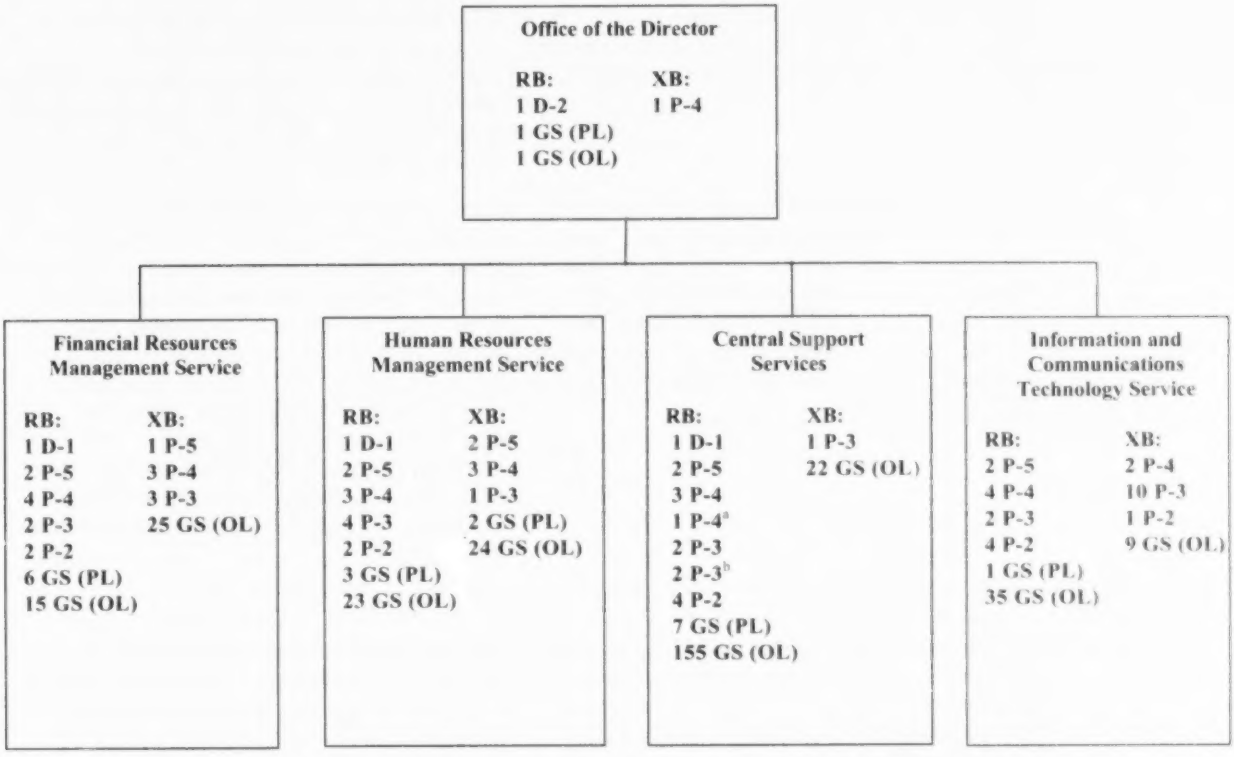
Table 28E.17 **Summary of follow-up action taken to implement the relevant recommendations of the oversight bodies**

Brief description of the recommendation	*Action taken to implement the recommendation*
Advisory Committee on Administrative and Budgetary Questions (A/62/7)	
The Advisory Committee recommends that in the context of the management of human resources, the results-based framework for the United Nations Office at Geneva reflect in future the timely recruitment and placement of staff as an expected accomplishment, including indicators of achievement and relevant performance measures (para. VIII.76).	The timely recruitment and placement of staff as an expected accomplishment, including indicators of achievement and relevant performance measures, are incorporated under the Executive direction and management framework of the present document.
Board of Auditors (A/63/5 (vol. I), chap. II)	
The Board recommends that the Administration ensure that the United Nations Office at Geneva reminds all of its internal and external client entities of the obligation to submit, before the start of each biennium, fully completed acquisition plans (para. 157).	Towards the end of each year, the Purchase and Transportation Section requests all offices to provide their acquisition plans for the following year. A meeting was held on 17 December 2008 with organizations and offices using the procurement service of the United Nations Office at Geneva. A new Web-based tool was presented for the acquisition planning and establishment of standard procedures for procurement planning, including responsibilities and time frames. Based on the plans received, formal meetings have taken place with the major clients to elaborate their further plans.
The Board recommends that the Administration ensure that the United Nations Office at Geneva reorganizes its Tender Opening Committee in accordance with the prescriptions set out in the Procurement Manual by ensuring, in particular, that its members are not the staff of the Purchase and Transportation Section (para. 160).	Implemented on 18 May 2008.
The Board recommends that the United Nations Office at Geneva remind suppliers of the importance of signing the purchase order and of returning a copy of it to the purchasing service (para. 163).	Implemented. The Vendor Registrations and Follow-up Sub-Unit has been strengthened through internal redeployment, with additional staff to ensure the implementation of the recommendation.

Brief description of the recommendation	*Action taken to implement the recommendation*
The Board recommends that the United Nations Office at Geneva take all necessary measures to properly maintain its vendor database (para. 166).	The massive cleaning exercise is ongoing.
The Board recommends that the United Nations Office at Geneva review all vendor performance ratings to be used as a basis for decision-making on the award of contracts (para. 169).	In progress, as part of the evaluation of vendors.
The Board recommends that the Administration study the usefulness of having all or part of Ariana Park or just the Palais des Nations listed as a world natural and cultural heritage site (para. 223).	The matter is under review.
The Board recommends that the Administration ensure that the United Nations Office at Geneva: (a) carries out inspections and periodic monitoring of all buildings so as to define the work needed to maintain or improve them; and (b) formalizes a long-term work schedule (para. 226).	Inspection and regular monitoring of physical conditions of the premises is an indispensable part of buildings management. It is undertaken on a regular basis.
The Board recommends that the Administration develop strategies to reduce the vacancy rates of its conference centres (para. 231).	The reduction of vacancy rates is a permanent target in the management targets which the United Nations Office at Geneva reports to Headquarters every six months.
The Board recommends that the Administration make the conditions for using the conference centres more flexible, monitor their occupation and develop their commercial management strategy in accordance with the rules set by the Organization (para. 236).	It should be noted that the Department for General Assembly and Conference Management needs to coordinate any request for commercial use of conference facilities with the Committee on Conferences, in line with the General Assembly mandated restrictions on the use of conference space.
The Board recommends that the Administration strengthen the resources dedicated to the selection of candidates for positions in the Office of the United Nations High Commissioner for Human Rights (para. 294).	Implemented effective 1 July 2008.
The Board recommends that the Administration ensure that the United Nations Office at Geneva implements strategies to preserve the Organization's institutional memory, with particular regard to the documents relating to its genesis and its inception (para. 349).	The United Nations Office at Geneva takes steps for both physical and digital preservation of historical documents, in particular within the Office's library area.

Brief description of the recommendation	*Action taken to implement the recommendation*
(A/61/5 (vol. I), chap. II)	
The Board recommends that the United Nations Office at Geneva submit accurate, comprehensive and reconciled inventory reports and revise note 11 to the financial statements accordingly (para. 124).	Implemented. Since 31 December 2007, all items included in the financial statements correspond to the strict definition of non-expendable property in accordance with administrative instruction ST/AI/2003/5. All other items have been taken out of the inventory reports.
The Board recommends that the Administration reinforce the cooperation between the Procurement and Contracts Unit in the United Nations Office at Geneva and the departments it services so as to enable the Unit to implement reliable yearly procurement plans, in compliance with paragraph 7 of General Assembly resolution 52/226 A (para. 522).	All organizations and offices using the procurement service of the United Nations Office at Geneva have been formally requested to provide assistance in procurement planning. A meeting was held on 17 December 2008 during which a new Web-based tool was presented for the acquisition planning and establishment of standard procedures for procurement planning, including responsibilities and time frames. Based on the plans received, formal meetings have taken place with the major clients to elaborate further their plans.
(A/59/5 (vol. I), chap. II)	
The Board recommends that the United Nations Office at Geneva (a) establish and document the test framework and results for all information and communications technology projects; and (b) acquire a help desk tool, as planned (para. 154)	With the implementation in early 2008 of Information Technology Infrastructure Library-compliant change management procedures throughout the information and communications technology services, the testing of new releases is now a mandatory part of all requests for changes; all new releases are verified and formally approved by the Technical Review Board before implementation. A Service Request Management System tool has been acquired and implemented as a pilot project.
(A/57/5 (vol. I), chap. II)	
Regarding information and communications systems, the Board noted, among other things, that the United Nations Office at Geneva recorded but did not review attempted security violations against its information systems on a regular basis (para. 211).	The United Nations Office at Geneva obtained ISO 27001 certification for information and communications technology security in 2008. This covered a risk assessment for external network access.

United Nations Office at Geneva: Division of Administration Organizational structure and post distribution for the biennium 2010-2011



Abbreviations: RB, regular budget; XB, extrabudgetary; GS, General Service; OL, Other level; PL, Principal level.

[a] Reclassification.

[b] New posts.